

**System Updates**  
**Monday, August 9, 2010**  
**Administrative Office - Europa Center**

**1. State Fiscal Year 2010-2011 – Judy Truitt**

- a. The Legislature indicated that they would be returning \$40M back to the services budget. However, it is unclear if there will be any restrictions on how the funds can be distributed, etc.
- b. OPC is currently taking a conservative approach with the service contracts and benefit plans, but will adjust as needed over the next few weeks.

**2. PBH/Cardinal Innovations Status Report – Judy Truitt & Dave Jenny**

- a. The new business system is working well. Cardinal Innovations was able to work out many details when implementing Five County's business system, so OPC's implementation is moving along more smoothly. Karla Hayes, OPC's Business System Manager, is also very pleased with the response time related to technical support and response time from Alpha CM.
- b. Ms. Truitt indicated that given the passage of restrictive language related to expansion of the PBH waiver site, OPC is working with Five County & PBH to refocus our joint efforts. PBH has agreed to assist OPC and Five County in our accreditation efforts. It was also agreed that the three programs would jointly work on research, strategic planning & public awareness campaigns related to the health care reform legislation.
- c. OPC is continuing to contract with Five County for billing and claims adjudication; the goal is that once all billing from fiscal year 2010 is processed the OPC-Five County contract will conclude.

**3. AQIC Annual Report**

**a. Lynne Hamlet presented the SFY 2009-2010 Annual Report:**

**i. Incidents**

1. There was a significant increase during the 3<sup>rd</sup> quarter in the number of suicides. A preliminary review indicated that 70% of the suicides involved individuals between the ages of 19-23. The Quality Improvement/Provider Relations (QI/PR) department plans to conduct a more detailed review of those specific consumers to determine if there are any further similarities or trends.
2. OPC obtained 100% provider submission rate for the Quarterly Critical Incident Report throughout the entire year.
3. All OPC providers are now trained in the Incident Response Improvement System (IRIS).

**ii. Client Rights and Complaints**

1. The Client Rights Committee experienced several membership changes during the year and is now looking for a professional with substance abuse experience as well as a consumer or family member to represent the area of Developmental Disabilities.
2. The Customer Service Department reviewed 32 complaints on the behalf of 28 consumers over the course of the year. Complaints by or on behalf of consumers with mental health diagnosis remain the majority of the complaints at 65%, and the majority of complaints involved psychiatric services. Due to the significant increase in

complaints related to psychiatric services, a further review of the individual complaints will be conducted to determine if any common causes exist.

**iii. Guardianship**

1. OPC was appointed guardian for five new wards during the year, although a family member was subsequently appointed for one of those individuals. OPC now is guardian for 29 individuals.
2. The Guardianship Coordinator worked with the OPC Attorney and the Guardianship Committee in Person County to have competency restored for one individual.

**iv. Training**

1. OPC held or was involved in 88 trainings for the provider community this year.
2. OPC also held 13 training sessions for providers on the use of OPC's new business system.

**v. Gun Permits**

1. Over 1700 gun permits were processed.

**vi. Hospital Admissions**

1. According to the most recent data received from DMH, there were 149 state hospital admissions during the fiscal year. However, Andy Mulcahy, OPC's Clinical Lead Coordinator, believes the number may be closer to 170. Nevertheless, the number of state hospitalizations has continued to decrease over the past four years.

**vii. Three QI projects**

**1. Increasing Services available to Persons and Families from Burma.**

- a. There is a large population of refugees from Burma in OPC's catchment area who are in need of mental health services. Among other new endeavors, OPC has added trainings and allocated funding to support a therapist co-located at Piedmont Health Clinic as well as an interpreter to facilitate a weekly support group in the community. For a more thorough examination of the project, please see page 48 of the OPC, August 2010 Board Packet.

**2. Increase Public Awareness & Visibility of OPC**

- a. A second project was increasing the visibility of OPC in the community, which is a goal of OPC's Social Marketing Plan. During FY 09-10 community events were held, a newsletter was created, brochures were updated and distributed, and local newspaper articles were written and published. Due to these and other related activities 85% of providers strongly agreed that OPC conducted an effective public education program on the 2010 provider survey. For a more thorough examination of the project, please see page 50 of the OPC, August 2010 Board Packet.

**3. Improve Timely Submission of NC-TOPPS Update Interviews**

- a. All but one LME in the state have consistently failed to meet the performance standard for NC-TOPPS submission. OPC has been tracking the timeliness of submissions for each provider starting in December 2008. OPC recently implemented a policy where providers who fail to submit 90%

of NC-TOPPS by their due date for three months in any consecutive six month period are required to submit a Plan of Correction to address this issue. Since these steps were implemented, 19 out of 32 providers have been required to submit a Plan of Correction and 78.7% of NC-TOPPS interviews were submitted within the required time lines, an increase of 26.2% from the previous 12 months. For a more thorough examination of the project, please see page 52 of the OPC, August 2010 Board Packet.

**Minutes of the OPC Area Board  
Monday, August 9, 2010  
Administrative Office - Europa Center**

**BOARD MEMBERS PRESENT**

Commissioner Bernadette Pelissier, Commissioner Jimmy Clayton, Commissioner Tom Vanderbeck, Richard Edwards, Lynn Ikenberry, Amanda Blanks, John Stewart, George Greger-Holt, Sue Schwartz, Heather Nash, Mary Cay Corr, Rachel Winstead, Mike Rosenthal, Carol Mitchell, Bill Gentry

**BOARD MEMBERS ABSENT:**

**STAFF PRESENT:**

Judy Truitt, Dave Jenny, Lynne Hamlet, Donna Prather, Ivy Williams, Debra Farrington, Michael Norton, Janine Reda

**GUESTS PRESENT**

Gwen Harvey, Orange County Assistant Manager

**CALL TO ORDER**

OPC Board Chair Richard Edwards called the Board meeting to order at 7:22 p.m.

**CALL FOR PUBLIC COMMENT**

Mr. Edwards opened the floor for public comment. There were no comments.

**REPORT OF THE CHAIRPERSON**

Three new OPC Board members were in attendance, Bill Gentry, Carol Mitchell and Mike Rosenthal. All Board members and staff introduced themselves.

Mr. Edwards then asked Mr. Gentry, Ms. Mitchell and Mr. Rosenthal to swear to support and maintain the Constitution and laws of the United States and the state of North Carolina. They all agreed to faithfully discharge the duties as an OPC Board member and the Constitution and laws of the United States and the state of North Carolina.

**READING OF THE MINUTES**

Commissioner Tom Vanderbeck motioned to approve the July 2010 minutes of the OPC Board meeting. John Stewart seconded the motion. The motion carried with board members voting in favor and none opposing.

**CALL FOR PUBLIC COMMENT**

Mr. Edwards opened the floor for public comment. There were no comments. He deferred the remainder of his time to Judy Truitt.

**AREA DIRECTOR'S REPORT**

**1. Crisis Intervention Team (CIT) Training**

- a. Ms. Truitt reported that the second CIT class began earlier in the day and 28 law enforcement officers are attending the training. Many OPC staff aided in the success of the first CIT class. The goal is to inform and educate the law enforcement agencies in OPC's catchment area how to best handle situations

involving consumers with mental health, developmental disabilities and substance abuse concerns. The class includes police from two counties and the Orange County Sheriff's department. It was asked which departments are still not participating and Ms. Truitt indicated that Person County remains unrepresented and the Chatham County Sheriff has not participated.

## **2. Board Webpage**

- a. There was a call for concerns and issues relating to the Board's section of the OPC website. The only frustration in past months had been that every document that was opened required the password to be entered and that remains the same, but in the month of August Board members who had not had trouble in the past were now encountering trouble.
- b. Ms. Truitt explained that Ken Jarvis, OPC's Information Technology Manager, will be revamping the website and making it more user friendly.

## **3. Training Policy**

- a. Management Team asked the Training Committee to develop a training policy. Dr. Donna Prather, M.D. presented the new policy. Training will be selected based on the needs of the provider community, and special emphasis will be on healthcare reform education. The need for training has increased with fewer licensed and professional staff within the service community thereby making the Local Management Entity (LME) trainings vital. The Board reviewed the details of the policy.
- b. Commissioner Vanderbeck motioned to approve the Training Policy. Mr. Stewart seconded the motion. The motion carried with all Board members voting in favor and no one opposing.

## **FINANCE OFFICER'S REPORT**

Dave Jenny presented the Financial Activity Report at the August Board Meeting:

- On July 1<sup>st</sup> OPC went completely live on Cardinal Innovations (CI). All activity for the 2010-2011 fiscal year will be done on the new system. Both AlphaCM and PBH were on-site that week to help us with startup issues and address any bugs that may appear. Response from both organizations as staff continue to work through start-up issues has been very timely.
- The Department of Health and Human Services auditors are scheduled to be here August 10 through August 13 to finish the audit of SFYs 2008 & 2009. They did not complete their audit while here in June.
- The following week (August 16-20) LarsonAllen will be here to continue the audit of SFY 2009-2010.
- Final allocations for SFY 2011 were received on July 16<sup>th</sup>. Budget Resolution Revision 1 is included in your packet for consideration. Reflected is the restoration of \$1.2 million dollars of service funds and the final budget support from our counties.
- There are two sets of financial statements in the August Board packets. Statements for FSF 2009-2010 (June 2010) and statements for July 2010 SFY 2011.

Mr. Stewart motioned to approve the Budget Revision. Sue Schwartz seconded the motion. The

motion carried with all Board members voting in favor and no one opposing.

Mr. Greger Holt motioned to approve the Finance Report. Commissioner Pelissier seconded the motion. The motion carried with all Board members voting in favor and no one opposing.

## **COMMITTEE REPORTS**

### **Finance Committee:**

The Finance committee had no further information beyond Mr. Jenny's report.

### **Human Resources Committee:**

The HR Committee is currently meeting on an as-needed basis.

### **Client Rights Committee (CRC):**

Amanda Blanks reported that the CRC met during the past week and reviewed one behavioral plan, feedback from the CRC survey, and reviewed information on LME monitoring. Ms. Blanks was excited to announce that a new member will be joining the committee next month. The CRC next meets on September 7, 2010.

### **Consumer & Family Advisory Committee (CFAC):**

Heather Nash updated that CFAC approved their SFY10-11 budget. CFAC next meets on September 16, 2010 at 6 p.m.

### **OLD BUSINESS:**

There was no old business at this time.

### **NEW BUSINESS:**

Board members requested clarification regarding the difference between the Mental Health Association of NC versus the local mental health association. Ms. Truitt indicated that while the two organizations were affiliated, the local program was not involved in the financial crisis affecting the state agency.

### **Board Meeting:**

The next OPC Board meeting is scheduled for September 13, 2010. The Finance Committee will begin at 6 p.m. The Finance Committee will disband at 6:30 p.m., the System Updates conversation will be from 6:30 p.m. to 7:15 p.m., and the Board will officially convene at 7:15 p.m.

### **Adjournment:**

Commissioner Vanderbeck motioned to adjourn the OPC Board meeting and Dr. Lynn Ikenberry, M.D. seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 8:25 p.m.

Respectfully submitted,

Amanda Blanks  
Secretary